

JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

- ☒ Permanent Full-time
 ☐ Permanent Intermittent
 ☐ Limited-term (Temporary) Length 2 Years
 ☐ Formal Training and Development Assignment

Position Title: Tax Technician

Classification: Tax Technician

Location Central Office

Section/Unit: ARM Division: Revenue Recovery
Services Bureau: Private Debt
Collections:

Salary Range: \$2,495 - \$3,426

Number of Vacancies: 1

Job Description: (includes typical duties)

Under the general supervision of the PIT Private Debt Collection supervisor, the incumbent performs duties related to the department's PIT Private Debt Collections Program. The incumbent responds to questions from taxpayers and taxpayer representatives regarding tax liabilities, initiates adjustments of existing liabilities, initiates collection actions such as Orders to Withhold, files and releases liens, and issues escrow demands to Escrow/Title companies. Incumbent responds to less complex telephone calls and correspondence resulting from assessments, garnishments and levies, demands, erroneous liens, and real property transfers.

Required Knowledge, Skills, Abilities:

- Knowledge of Personal Income Tax (PIT) and/or Bank and Corporation (BE) laws, policies and procedures.
- Knowledge of FTB systems such as TI, ARCS, DMV, INC and BETS.
- Knowledge of the Collection process.
- Excellent interpersonal and customer service skills.
- Effective written and oral skills.
- Ability to shift priorities and/or workloads in order to achieve program goals.
- Ability to analyze data and situations, draw sound conclusions and take effective actions.
- Ability to work independently and exercise sound judgement.
- Positive Attitude.
- Team player.

Desirable Experience/Qualifications (see attachment for additional desirable experience for each position):

- Proficiency in MS Office (Word, Excel, PowerPoint and Outlook).
- Patience and a good sense of humor.

Mail or hand deliver your application by: November 3, 2008

Contact Person: Malora Wilson

Telephone Number: 845-5716

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550 Attn: Malora wilsh

Special Instructions: FTB Employees Hand Deliver or Route To Marlora Wilson SA4C-A13A-05 **at M/S** A451 Please include a short statement of interest with your application, including which area you are applying for, in priority order.

"Exempt from hiring freeze."

"California State Tax Compliance: As required by the department's rules of conduct, all employees of the Franchise Tax Board (FTB) must be in compliance with the California Revenue and Taxation Code. During the background investigation portion of the hiring process, FTB will review return information to verify California state income tax compliance. Any failure to comply with the California Revenue and Taxation Code may prevent you from being hired at FTB. If you think you may have any potential tax compliance issues, please call 1-800-852-5711 to resolve them prior to seeking employment with FTB."

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed. All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation.** The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device. The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.

